



# Dealing with Difficult Patrons & Situations

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# First Things First...

- » Know your policies inside and out.
- » Treat everyone the same.
- » Say what you mean, mean what you say.
- » Watch what you talk about at the desk.



# Scenario #1

» “Why can’t I check out 10 DVDs on my boyfriend’s card? He said it’s ok!”



# Scenario #2

» “Oh, it looks like you’ve expired!”



# Scenario #3

“My wife just called and asked me to stop by the library and pick up a book she placed on hold...”





# Scenario #4

» “I don’t have my library card. Can’t you just look me up? I have my I.D.”



# Scenario #5

» “There’s a book(s) on my card that I know I returned.”



# Scenario #6

- » “I have to show my driver’s license? You want my birthdate? Do you want a blood sample, too?”





# Scenario #7

» “Why do I owe so much?”



# Scenario #8

» “What do you mean I can’t utilize your services without obtaining a card?”

